



PUBLIC SAFETY DISPATCHER II, CHP

OPEN SPOT EXAMINATIONS FOR THE FOLLOWING COMMUNICATIONS CENTERS:

- BARSTOW
- SUSANVILLE
- VENTURA

CALIFORNIA STATE GOVERNMENT: EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE

June 4, 2009

Examination and/or Employment Applications (STD. 678, Rev. 12-06) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.

HOW TO APPLY

Submit applications to:

California Highway Patrol
Selection Standards and Examinations Unit
P. O. Box 942898
Sacramento, CA 94298-0001

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD OR TO A LOCAL CALIFORNIA HIGHWAY PATROL OFFICE.

Note: All Examination and/or Employment Application (STD. 678) forms must include: "to" and "from" dates (month/day/year); time base; and civil service classification titles. Application (STD. 678) forms received without this information will be rejected. Resumes will not be accepted in lieu of a completed application (STD. 678) form.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in item number 2 of the application. You will be contacted to make specific arrangements.

Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

WRITTEN TEST DATE

June/July 2009

SALARY RANGE

\$3413 - \$4562

Note: Public Safety Dispatchers, CHP, assigned to the Golden Gate Communications Center (Vallejo), the Los Angeles Communications Center, the Sacramento Communications Center, Capitol Operations Center, Monterey Communications Center and Border Communications Center (San Diego), shall receive a \$300 monthly recruitment and retention differential. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.

ELIGIBLE LIST INFORMATION

Separate eligible lists exist for each of the California Highway Patrol Communications Center locations. When an examination is administered for any location, the names of persons successful in that examination will be merged onto the existing eligible list for that location in order of final examination scores. **Note:** You may establish list eligibility in only one location. Indicate one of the above spot locations for testing on your application. Eligibility on a list is for a period of 24 months, unless the needs of the service and conditions warrant a change in this period. **Based on the approval and needs of the Department, transfer of eligibility from one location to another is permitted.**

This is an open examination. Career credits do not apply.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination by the written test date. Your signature on your application indicates that you have read, understand, and possess the minimum qualifications required. All applications must include "to" and "from" employment dates, time base, and duties performed. Your work experience must clearly be described on your application. **Note:** Applications received without this information will be rejected.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Experience: Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "Or II," "Or III," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

Six months of experience in the California state service performing the duties of a Public Safety Dispatcher I, CHP.

Or II

One year of experience in dispatching work involving the operation of radio communications equipment; or as an operator of a telephone switchboard or console.

Or III

Two years of experience involving a substantial amount of telephone contact or three years of direct contact with the public or other employees. Such experience must involve the responsibility to perform numerous tasks simultaneously or progressively responsible experience in a field requiring decision-making ability and the exercise of judgment. (30 semester or 45 quarter units of college level courses may be substituted for one year of the required experience.)

Or IV

Successful completion of 60 semester or 90 quarter units of college level courses. (Persons who will complete the required units during the current semester/quarter will be admitted to the examination, but they must produce evidence of successful completion of the units before they may be considered eligible for appointment.)

Or V

Successful completion of the Commission on Peace Officer Standards and Training (POST) Certified Public Safety Dispatcher Basic Course and six months of experience involving a substantial amount of direct and/or telephone public contact. **(Note: You must attach a copy of your POST certificate to your application.)**

**APPLICATION FOR
EXAMINATION
INFORMATION**

In completing item number 11, on the STD. 678, you may answer "NO" to the question "Have you ever been convicted by any court of a felony?" If:

1. The record of such an incident has been sealed in accordance with Penal Code Sections 851.7, 851.8, 1000.5, 1203.45; or
2. The record of such an incident has been expunged or is expungable pursuant to Health and Safety Code Section 11361.5, which pertains to various marijuana offenses; or
3. The conviction was under Health and Safety Code Section 11557 or its successor Section 11366 when that conviction was stipulated or designated to be a lesser included offense of the offense of possession of marijuana.

However, you must list the conviction if you have received a release (*per Sections 1203.4 or 1203.4a of the Penal Code or Welfare and Institutions Code Sections 1179 or 1772*) or a pardon (*per Section 4852.16 of the Penal Code*).

**BACKGROUND
INVESTIGATION
INFORMATION**

Successful examination competitors that are selected as potential hires from the eligible list will be required to complete a background investigation form on which you must disclose (*with the exception of the three items previously identified*) information on **arrests, regardless of conviction, felony and no felony convictions, and driving violations**. The hiring agency uses the information obtained on this document to conduct a background investigation to determine your suitability for Public Safety Dispatcher II positions.

Information collected for a background investigation after the examination is distinct from that required on the standard application (STD. 678, Rev. 12-06) which is completed prior to the examination. You will be required to divulge arrest and/or conviction information on the background investigation document that is not required of you when completing item numbers 10 and 11 on the standard application.

**DRUG TESTING
REQUIREMENT**

Applicants for positions in this classification are required to pass a drug screening test. (The drug screening test will be waived for employees who are currently in a designated "sensitive" classification for which drug testing is required under State Personnel Board Rule 213.)

**SPECIAL PERSONAL
CHARACTERISTICS**

Consistently reports to work on time with a minimum of absences; willingness to work nights, weekends, and holidays, and at unusual hours is required; has emotional stability and even temperament; willingness and initiative to take independent action; speed and accuracy in performance of tasks; clear and concise verbal expression; positive attitude; and satisfactory record as a law-abiding citizen.

**SPECIAL PHYSICAL
CHARACTERISTIC**

Normal hearing.

SPECIAL REQUIREMENT

Type at a speed of not less than 40 words per minute. **(Note:** This classification requires a net typing speed of 40 words per minute. If you are successful in the written test, you will be required to present an official typing certificate that meets or exceeds the standard prior to being considered for hire from the eligible list. Additionally, possession of a typing certificate does not preclude being tested on-site to verify your typing speed and accuracy.)

THE POSITION

A Public Safety Dispatcher II, CHP, is the full journey level which regularly performs a variety of duties. These duties include operating radio, automated telephone, and computer-related equipment, reading equipment displays and various visually demanding written materials, such as maps, printouts, reports, etc.; dispatching appropriate personnel and resources such as officer, emergency equipment, allied agencies, etc.; screening incoming calls from officers, public, media, and other allied agencies and taking appropriate action; processing reports and records; and sitting/standing for extended periods of time in confined areas.

Persons hired will be required to attend one or more training classes at the CHP Academy in West Sacramento or the Clark Training Center in Riverside. Attendance at an additional training class will also be required within the first six months of hire.

EXAMINATION INFORMATION

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Competitors who do not appear for the written test will be disqualified.

WRITTEN TEST ONLY – WEIGHTED 100%

The written test will consist of the intensive, multi-dimensional test battery for entry-level dispatchers developed by POST. The "POST Entry-Level Dispatcher Selection Test Battery" was designed to measure aptitude for performing public safety dispatcher work. The tests measure general abilities that are normally developed over an extended period of time. They are not designed to measure job-specific knowledge or skills that are taught in training. The abilities measured by the tests are verbal, reasoning, memory, and perceptual.

Scope:

A. Knowledge of:

1. Directions (south, north, east, and west) as related to giving or receiving directions.
2. A computer keyboard.

B. Ability to:

1. Work under stress and maintain composure.
2. Perform several functions simultaneously, for example, physically utilize the equipment while mentally prioritizing incoming and outgoing information.
3. Hear in the presence of significant background noise.
4. Retain, recall, and apply pertinent policies, procedures, and other information and follow instructions precisely.
5. Speak over the radio/telephone quickly and be easily understood.
6. Communicate effectively.
7. Adapt quickly to a variety of personalities and situations.
8. Give professional and courteous service to every contact, including public, co-workers, officers, etc.
9. Determine officers' welfare from voice inflection.
10. Establish priorities and take appropriate action.
11. Extract critical information from incoming calls and take effective action.
12. Anticipate officers' need for assistance.
13. Think and act clearly and quickly.
14. Write legibly and rapidly.
15. Type information into a computer quickly and accurately while receiving verbal information.
16. Recognize standard alphanumeric sequences, for example, license plates, vehicle identification numbers, driver license numbers, street guides/maps, etc.
17. Use general office equipment such as automated telephone systems, fax machines, copiers, printers, TDD, tape machines, etc.

VETERANS PREFERENCE

Veterans preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested, these points. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.**

HIRING INFORMATION

Background Investigation: The CHP conducts a background investigation to determine the competitor's suitability for employment.

GENERAL INFORMATION

It is the competitor's responsibility to contact the California Highway Patrol, Examinations, telephone (916) 375-2535, three days prior to the written test date if he/she has not received his/her notice.

Applications (STD. 678, Rev. 12-06) for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, the State Personnel Board (SPB), and the SPB Website at www.spb.ca.gov.

If you meet the **requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all competitors who pass will be ranked according to their scores.

The **California Highway Patrol** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Written Test Location(s): The written test will be given in such places in California as the number of competitors and conditions warrant.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

Veterans Preference: Government Code Section 18973.5(a) defines an entrance examination, for purposes of awarding veterans preference credits in open and open nonpromotional examinations, as "...any open competitive examination other than one for a classification having a requirement of both college graduation AND two or more years of experience." Government Code Section 18973.5(b) requires that veterans preference credits be awarded in all qualifying entrance examinations in which a veteran competes and that no veterans credits shall be allowed once a veteran achieves permanent civil service status (successful completion of the probationary period for the classification of hire.) In open examinations, veterans, widows, or widowers of veterans, and spouses of disabled veterans will receive veterans points: 15 points for disabled veterans; 10 points for other veterans. In open nonpromotional examinations, only the veteran qualifies for veterans points: 10 points for disabled

veterans; 5 points for other veterans. Directions for applying for veterans preference points are on the Application for Veterans Preference form (SPB 1093) which is available from SPB offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

The **California Relay Service** enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: if you have a TDD, 1-800-735-2929; if you do not have a TDD, 1-800-735-2922.